



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ANDREW JACKSON BUILDING
500 DEADERICK STREET, 15TH FLOOR
NASHVILLE, TENNESSEE 37243**

MEMORANDUM

To: Independent Support Coordination Agencies, Residential Services Providers,
Day Service Providers

CC: Regional Directors
Central Office Directors

From: Stephen H. Norris, Deputy Commissioner
Division of Mental Retardation Services

A handwritten signature in black ink, appearing to be "SHN", written over the "From:" line.

Date: July 26, 2006

Re: Temporary Process for Issues Reporting and Tracking

DMRS recently issued a memo that suspended the process for reporting findings related to monitoring visits conducted by Independent Support Coordinators. As the process is refined and streamlined, the following temporary process should be implemented.

1. Independent Support Coordinators will continue to conduct all required monitoring visits and will complete all applicable documentation forms as required in the provider manual.
2. Completed Issues Reporting and Tracking forms should be sent to each appropriate provider when issues of concern are identified.
3. Completed Issues Reporting and Tracking forms should be copied to the appropriate DMRS Regional Office if one or more of the following issues is identified:
 - Delays in service;
 - No current ISP in the home;
 - Chronic lack of implementation of the ISP; and
 - Unresolved health and safety issues.
4. Independent Support Coordinators must continue to ensure that all issues involving suspected abuse, neglect or mistreatment are properly reported and immediately corrected prior to leaving the situation.

Any concerns or questions regarding this matter should be sent to Paula McHenry at (615) 532-6545 or by e-mail to Paula.Mchenry@state.tn.us. Your cooperation and assistance is appreciated.

SHN:pm